



NEWS RELEASE

For Immediate Release

Feb. 20, 2017

Followup on Integrated Case Management (ICM) system

VICTORIA – The Office of the Auditor General of British Columbia has released a progress audit on changes government has made since its 2015 report, *Integrated Case Management System*.

Since 2015, the Ministry of Social Development and Social Innovation has made significant effort on the recommendations around access to client information, but less progress on cost transparency. The ministry assessed its work on the eight recommendations as fully or substantially complete, and Auditor General Carol Bellringer’s office assessed six of them as partially complete. It did not audit the two recommendations on the quality of client information, because there was a lower risk that the ministry had not fully addressed those recommendations.

The difference in assessment is largely because the ministry based its progress on the *effort* it put into addressing each recommendation, whereas the audit looked at whether the ministry *achieved* the recommendation. Since May 2016, when the ministry completed the assessment, Bellringer’s office understands that the ministry has made continued progress on some of the recommendations.

The ministry has reported that the capital cost component for ICM was \$182 million. However, the ministry has provided only minimal information on operating costs.

“The ICM project is not alone when it comes to monitoring and reporting total project costs,” says Bellringer. Her office’s 2016 report, [Getting IT Right: Achieving Value from government information technology investments](#), stated that oversight of ministry IT-enabled projects should include monitoring of both the capital and project-related operating costs for each project.

“For the future, it’s important for government to prepare a full accounting of both capital and operating costs for every IT project,” says Bellringer. Tracking and reporting all costs generally improves project management, provides legislators and the public with greater clarity around the full costs, and contributes to determining if the project achieved value for money.

Two years ago, Bellringer’s office found that the ICM system neither met expectations nor fulfilled key objectives. The original audit looked at the quality of client information, as well as system security and access. It also included a review of the total project costs.

Those audited by the Auditor General’s office must provide detailed action plans to the legislative assembly’s Select Standing Committee on Public Accounts, identifying how they



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have addressed the recommendations. The Auditor General's office completes progress audits to determine if government has fairly and accurately represented its progress to the committee.

The full report is available on the Office of the Auditor General website at:

www.bcauditor.com/pubs

Auditor General Carol Bellringer will answer questions pertaining to the report via a news conference.

News Conference Date: Monday, Feb. 20, 2017

Time: 1 p.m. (Pacific time)

Dial-in Information:

From Vancouver: 604 681-0260

From elsewhere in Canada and the USA: 1 877 353-9184

Participant Pass Code: 44848#

During question-and-answer period, to ask a question: Press 01

During question-and-answer period, to exit the question queue: Press #

About the Office of the Auditor General of British Columbia

The Auditor General is a non-partisan, independent Officer of the Legislature who reports directly to the Legislative Assembly. The *Auditor General Act* empowers the Auditor General and staff to conduct audits, report findings and make recommendations.

Contact us:

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